Aspects and impact of an inclusive culture

Leyla Okhai, founder of Diverse Minds, has created the following framework. In it, she marries each aspect of inclusion with team and organisational impacts.

Organisational level of impact	Aspect of inclusion	Team level of impact
Empathy for the customer experience, needs and wants. Political nous of external environments and an understanding of the organisation's strengths and how it may need to adapt.	**Emotional intelligence**	Taking an interest in the team. Managers and team leads being aware of their own emotions and potential effects. Resolving conflict effectively to build a cohesive and productive team.
Awareness and ongoing discussion about organisational culture and how this meets customers' expectations. Recruitment and selection will integrate this into the skills matrix. An appreciation of different cultures.	**Cultural awareness**	The culture of the team is reflected upon during team meetings, along with how it fits into the overall organisational culture. Team culture will also accommodate and flex depending on the team members to ensure maximum inclusivity.
Building relationships by creating a shared vision and synergy. Focus on developing people to bring them along and accelerate their careers.	**Sponsorship**	Shifting from a hierarchical system. Teams are encouraged to play to their strengths, develop in areas and champion each other.
Blaming, naming and shaming is not viewed as good practice. The ethos is to learn from mistakes and share best practice to improve policies, processes, systems and procedures.	**Openness**	Team leaders and managers take collective responsibility when delivery may not go according to plan. Constructive feedback drives improvements.
Diversity and inclusion are a key part of day-to-day business. It is not seen as an additional bolt-on or 'nice to have' element.	**Embedding**	Everyone has responsibility for creating, upholding and maintaining diversity and inclusion at a team level.